

June 13, 2017

Brandon T. Nichols, Acting Director
Los Angeles County Department
of Children and Family Services
425 Shatto Place, Room 600
Los Angeles, CA 90020

Dear Mr. Nichols:

This letter is to advise you that the Corrective Action Plan you submitted on June 5, 2017 in response to the results of our August 22, 2016 through August 26, 2016 Civil Rights Compliance Review is approved.

We will be monitoring the implementation of any remaining corrective action items through your Civil Rights Coordinator.

If you have any questions, please contact Jaime Urquizo (consultant) at (916) 654-2101. You may also contact your consultant by e-mail at james.urquizo@dss.ca.gov.

Sincerely,

Original signed by Tiffany Marsh

TIFFANY MARSH, Acting Chief
Civil Rights Unit
Welfare to Work Division

c: Lynne Bowles Condon, Civil Rights Coordinator

Kim McCoy Wade, Chief
CalFresh Policy Bureau

Carlos Ocampo, Chief
Field Operations Bureau

Tami Gutierrez, Chief
CalFresh Management Operations Section

Paul Gardes
CalFresh Policy Bureau

Jacqueline Hom
State Refugee Coordinator

Joe Torres, Office of Civil Rights
USDA Food and Nutrition Services
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Supplemental Nutrition Assistance Program (SNAP)
Western Region

Kevin Aslanian
Coalition of California Welfare Rights Organizations, Inc.

Antoinette Dozier
Western Center on Law and Poverty

Preliminary Report of Corrective Action for the Civil Rights Compliance Review

Conducted by the California Department of Social Services (CDSS)

August 22 through 26, 2016

Vermont Corridor Regional Office

8300 S. Vermont Ave., Los Angeles, Calif.

Facility Element	Findings	Corrective Action	Action Taken
<u>Parking</u>	All disabled parking lot lines are in need of repainting.	<p>The parking space shall be marked with an International Symbol of Accessibility...in white on a blue background – a minimum 36" wide x 36" high. (CA T24-11B-502.6.4.1) pg. 169</p> <p>The parking space shall be marked with an International Symbol of Accessibility...in white or a suitable contrasting color. (CA T24 11B-502.6.4.2) pg. 169</p> <p>The centerline of the International Symbol of Accessibility shall be a max. of 6" from the centerline of the parking space, its sides parallel to the length of the parking space and its lower corner at, or lower side aligned with, the end of the parking space length. (CA T24 11B-502.6.4.2) pg. 169</p>	All disabled parking lot lines have been repainted and parking spaces have been corrected as recommended in this CAP.
<u>Directional signage to accessible entrance if not main entrance</u>	There is no directional sign in the hallway leading clients to the DCFS lobby. There are other offices in the lobby.	Directional signs complying with "Visual Characters" heading in Section 57, Signs & Identification, including the International Symbol of Accessibility complying with "International Symbol of Accessibility" heading in Section 57, Signs & Identification, indicating the accessible route to the nearest accessible entrance shall be provided at junctions when the accessible route diverges from the regular circulation path. (CA T24 11B-	Permanent signage has been posted to replace the temporary signs.

		<p>216.6) pg. 28</p> <p>Visual characters shall be 40" min. above the finish floor or ground. (CA T24 11B-703.5.6) (ADA 703.5.6) pg. 376</p>	
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Preliminary Report of Corrective Action for the Civil Rights Compliance Review

Conducted by the California Department of Social Services (CDSS)

August 22 through 26, 2016

Compton East Regional Office

921 E. Compton Blvd., Compton, Calif.

Facility Element	Findings	Corrective Action	Action Taken
<u>Parking</u>	<p>Is there unauthorized parking signage at entrance to off-street accessible parking?</p> <p>Appropriate wording at entry to parking lot is missing.</p>	<p>An additional sign shall be posted either in a conspicuous place at each entrance to an off-street parking facility OR immediately adjacent to on-site accessible parking and visible from each parking space. (CA T24 11B-502.8) pg. 170</p> <p>The additional sign shall not be less than 17" wide x 22" high. Fig. 4 (CA T24 11B-502.8.1) pg. 170</p> <p>The additional sign shall clearly state in letters with a min. height of 1" the following: "Unauthorized vehicles that are parked in designated accessible spaces and do not display distinguishing placards or special license plates issued for persons with disabilities will be towed away at the owner's expense. Towed</p>	<p>Necessary parking signage has been posted for compliance with this Corrective Action Plan.</p>

		<p>vehicles may be reclaimed at _____ or by telephoning _____.” (CA T24 11B-502.8.2) pg. 170.</p> <p>Blank spaces shall be filled in with appropriate information as a permanent part of the sign. (CA T24-11B-502.8.2) pg. 170</p>	
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Facility Element	Findings	Corrective Action	Action Taken
<u>Accessible signage</u>	<ol style="list-style-type: none"> 1. Signs at entrance to the building: “ATTENTION NO SMOKING within 20 feet of main Entrance, Exits and Operable Windows. Thank you” are not in Threshold language (Spanish). 2. SIGN: “Weapons Drugs Alcohol are prohibited on the Property” are not in Threshold language (Spanish). 3. SIGN: Weapons Drugs Alcohol are prohibited on the Property” – Are not in Threshold language (Spanish) 4. SIGN: “EMERGENCY EXIT ONLY upon Fire Alarm Wait 20 Second” – is not in 	<p>All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language. (Div. 21-107.212)</p> <p>Installation height above finished floor shall be 40” max. Please see Table 57-5. (CA T24 11B-703.5) (ADA 703.5) pg. 379</p>	Permanent signage has been requested in the necessary threshold language to replace the current temporary signage. It is projected to complete the installation of permanent signage in July, 2017.

	Threshold language (Spanish)		
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Preliminary Report of Corrective Action for the Civil Rights Compliance Review

Conducted by the California Department of Social Services (CDSS)

August 22 through 26, 2016

Belvedere CS Regional Office

5835 S. Eastern Avenue, Commerce, Calif.

Facility Element	Findings	Corrective Action	Action Taken
<u>Parking</u>	Four (4) Disabled Parking signs are short at 49" height.	<p>Parking identification signs shall be reflectorized with a min. area of 70 square inches. (CA T24 11B-502.6.1) pg. 169</p> <p>Signs shall be 60" min. above the finished floor or ground surface measured to the bottom of the sign. (CA T24 11B-502.6) (ADA 502.6) pg. 169</p> <p>Additional language or an additional sign below the International Symbol of Accessibility shall state "Minimum Fine \$250." (CA T24 11B-502.6.2)</p>	The landlord has brought the ADA/Accessible parking spaces into compliance and in accordance with this Corrective Action Plan.
<u>Parking</u>	Four (4) Parking spots are unsafe with no access aisles connected to the path of travel into the main building.	<p>The parking access aisles shall adjoin an accessible route. (CA T24 11B-502.3) (ADA 502.3) pg. 176</p> <p>Access aisles for van parking spaces shall be located on the passenger side of the parking spaces. (CA T24 11B-502.3.4) pg. 176</p>	The landlord has brought the ADA/Accessible parking spaces into compliance and in accordance with this Corrective Action Plan.

		Access aisles shall not overlap the vehicular way. (CA T24 11B-502.3.4) (ADA 502.3.4) pg. 176	
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